

Tible: Idea Management Inventor(s): Laurin et al. Application No.: 10/044,779 Decket No.: 2588/102 Rage 1 of 23

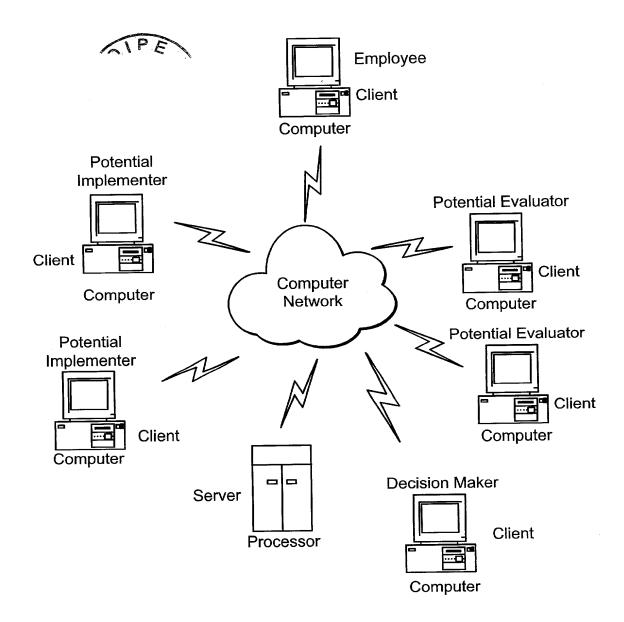


FIG. 1

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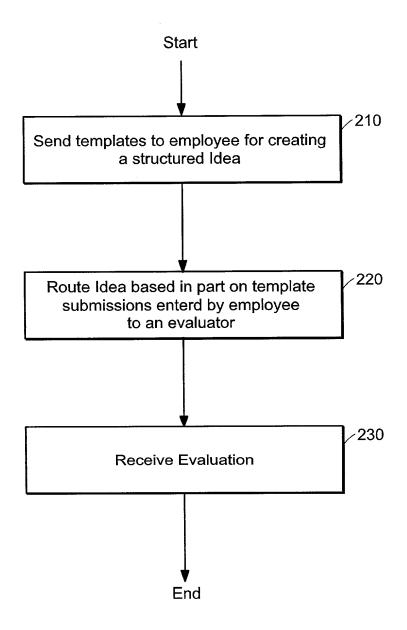
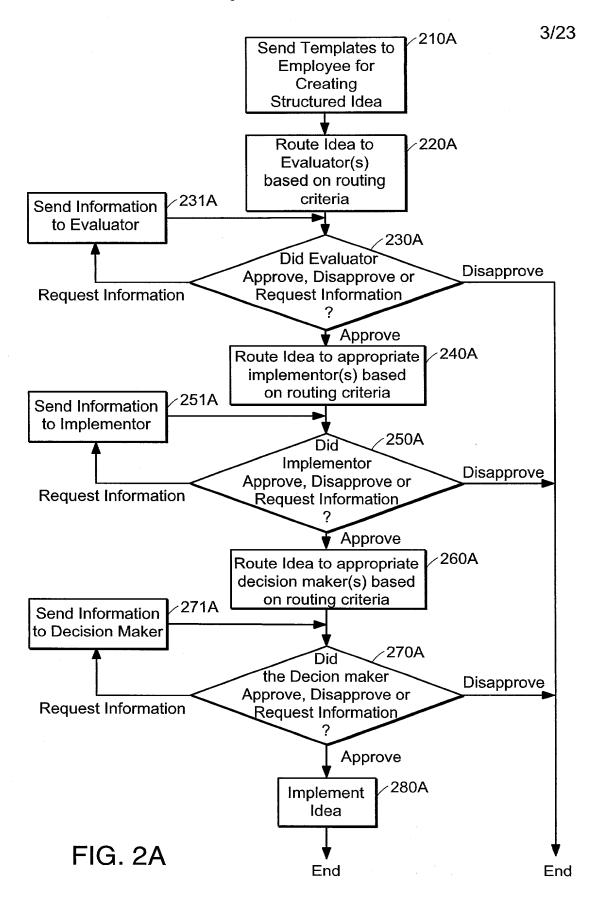


FIG. 2

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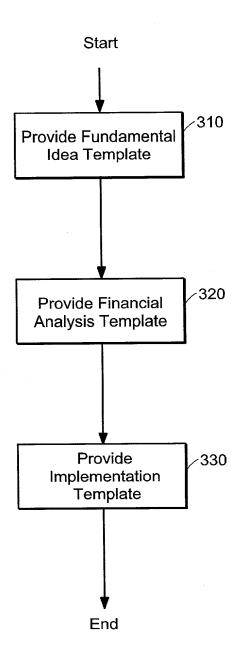


FIG. 3

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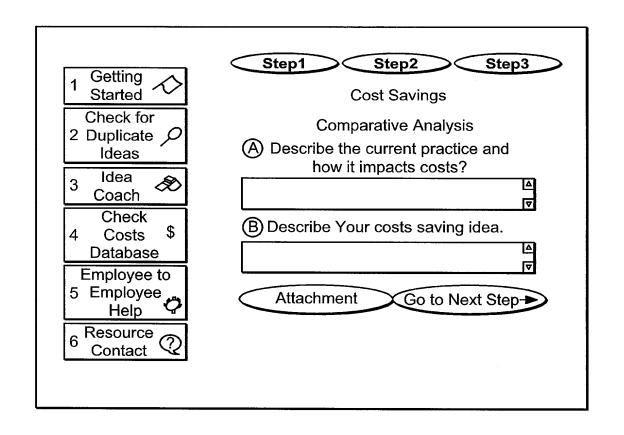


FIG. 3A

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4 Getting	Step1 Step2 Step3
1 Started	Cost Service Improvement
Check for	Comparative Analysis
2 Duplicate \mathcal{O}	Describe the current practice?
3 Idea	<u> </u>
Check	(B) Describe Your customer service
4 Costs \$	improvement idea?
Database	Ţ
Employee to 5 Employee Help	© Did this idea come about as a result of a complaint?
6 Resource Contact	O Yes
Contact	No No
	D If yes, please describe the complaint and it's frequency?
	<u>△</u>
	E How woud you measure the impact of this idea (methods, tools etc)?
	△
	F Are there any potential drawbacks to your idea?
	△ ▼
	G Shoud customers be notified of this customer service improvement once the idea has been implemented? If yes, please list the customers here. □
	Attachment Go to Next Step-

FIG. 3B

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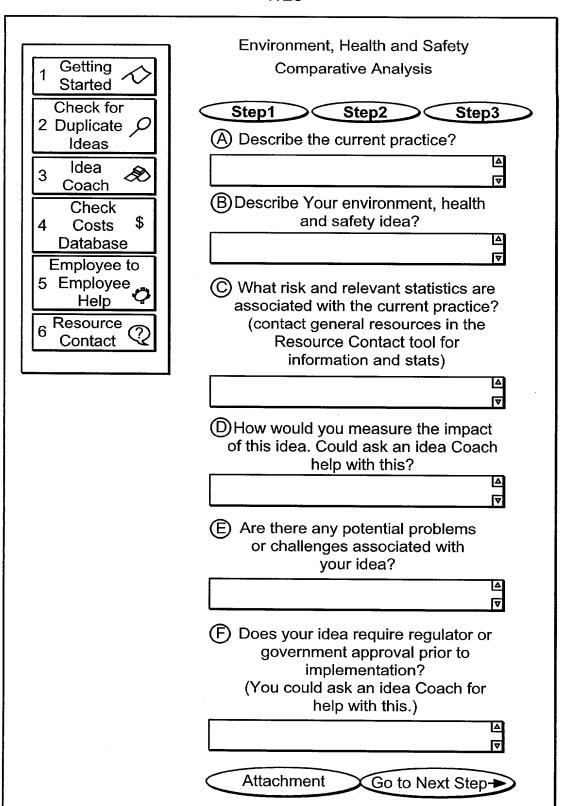


FIG. 3C

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FIG. 3D

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	Worklife
1 Getting 🔷	Comparative Analysis
Check for 2 Duplicate $\mathcal O$	Step1 Step2 Step3
Ideas	What is the current practice?
3 Idea 🔊	\blue{\dagger}
Check	B Describe your worklife at MDS idea?
4 Costs \$ Database	<u> </u>
Employee to 5 Employee	
Help 4	C How would you measure the impact of your idea?
6 Resource Contact	(ask an idea Coach for help or contact the H/R department through the
Contact	Resource Contact tool.)
	□ □
	Attachment Go to Next Step-

FIG. 3E

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Practice or Policy Change
Comparative Analysis
Step1 Step2 Step3
) What is the current practice or policy you propose to change?
policy you propose to change:
চি
) What is the proposed practice or
policy you propose to change?
<u>△</u>
) How would you measure the impact of this idea? (methods, tools, etc.)
▼
) Are there any potential challenges in changing this current practice
or policy?
<u> </u>
[♥
Attachment X Go to Next Step-
Attachment Go to Next Step-
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FIG. 3F

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1 Getting A	New Product or Service Comparative Analysis
Check for 2 Duplicate O Ideas 3 Idea Coach Check 4 Costs \$ Database	Step1 Step2 Step3 A Describe your new product or service? B What is your target market?
Employee to 5 Employee Help 6 Resource Contact	 What is the estimated size of the target market? (You could ask an idea Coach for help with this.) What are the estimated sales for the first year? (Use idea tools to assist you.) Do you see any potential problems or challenges with this new product or service?
	© Does your idea require regulatory or government approval? (Use Resource Contact tool to contact Regulatory affairs.)
	G Does a similar product or service exist elsewhere? ● Yes O No If yes, please list the similar product(s) or service(s) and list the manufacturer or provider. Product or Service Manufacturer or Provider Attachment Go to Next Step

FIG. 3G

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1 Getting A	Technical Comparative Analysis
Check for 2 Duplicate O Ideas	Step1 Step2 Step3 A Describe the current practice?
3 Idea Coach Check 4 Costs \$	B Describe your idea?
Database Employee to 5 Employee Help	□
6 Resource Contact	of this idea? (methods, tools, etc.) □ □ □
	D How would you measure the potential technical improvement (methods, tools, etc.)?
	E Are there any potential problems or changes associated with your idea?
	<u> </u> ∆
	Attachment Go to Next Step-▶

FIG. 3H

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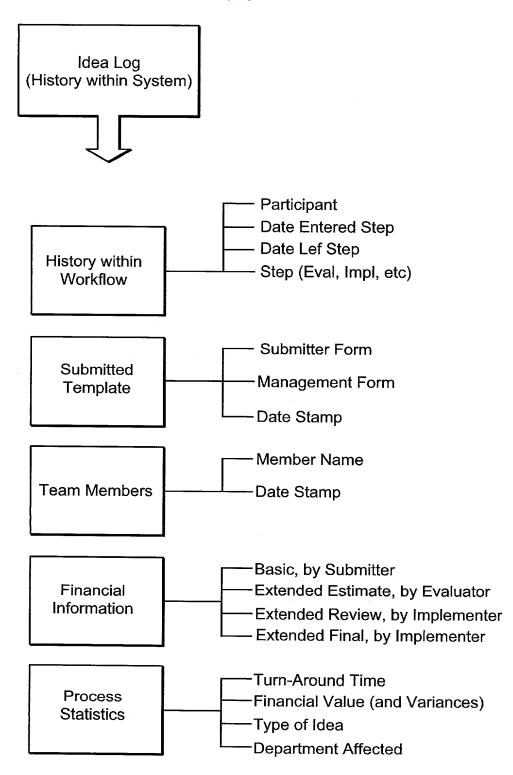


FIG. 4

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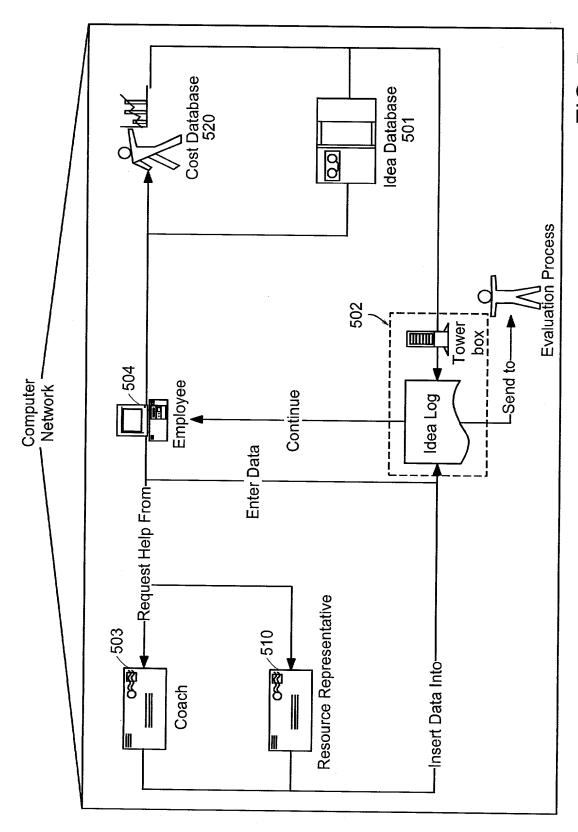
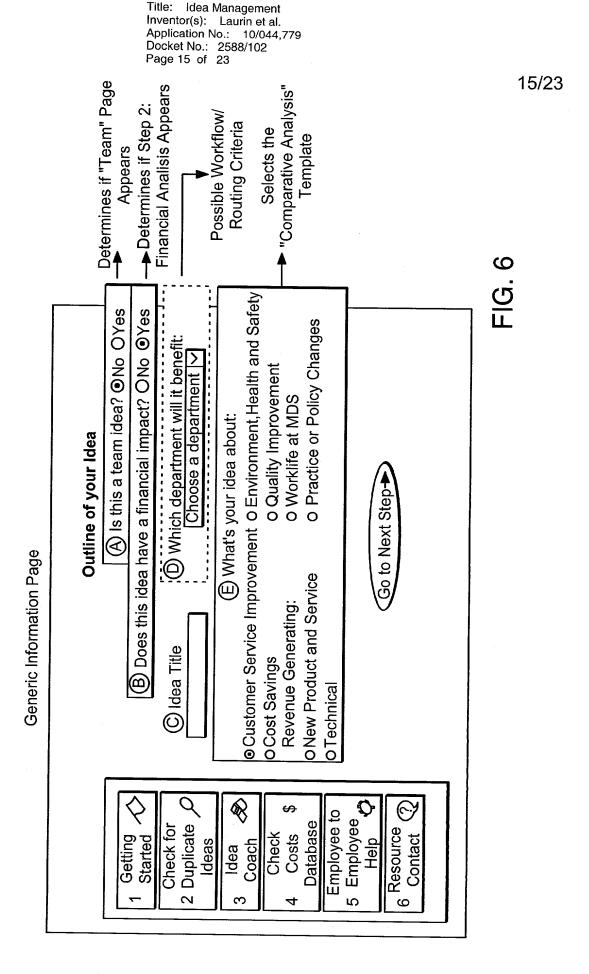


FIG. 5



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Step1 Step2 Step3 Cost Savings Comparative Analysis Comparative Analysis Describe the current practice and how it impacts costs? Check Coach Check Check Coach Check Check Coach Check Check Check Coach Check C	Cost Savings Comparative Analysis A Describe the current practice and how it impacts costs? B Describe your costs saving idea.
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FIG. 7

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	Customer Service Improvement
	Financial Analysis
1 Getting	
Started Started	Step1 Step2 Step3
Check for	*Fill in categories that apply to your idea.
2 Duplicate 🔎 Ideas	
Idon	
3 Coach	
Check	(A) Current costs before my idea 12 months
4 Costs \$	
Database	\$
Employee to 5 Employee Help	(-) minus
Help 🗘	B Ongoing costs of my idea 12 months
Resource	\$
6 Contact 2	\$
	(+) plus
	© New revenue generated
	by my idea 12 months
	\$
	\$
	(-) minus
	One time implementation
	costs of my idea 12 months
	\$
	(-) minus
	©Capital required to make my
	idea happen 12 months
	\$
Fir	nancial value of idea=A - B + C - D - E
1 11	idition value of idea-(A) - (B) + (C) - (B) - (E)
	Attack
	Attachment Go to Next Step-

FIG. 8

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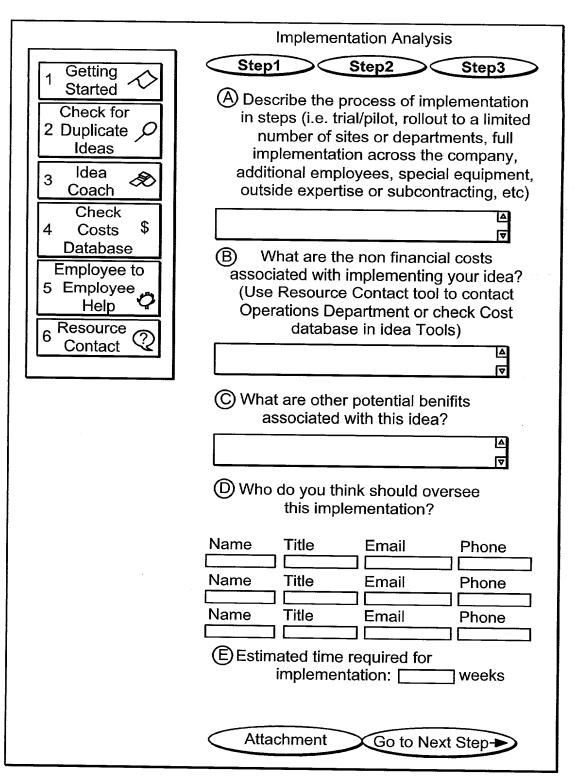


FIG. 9

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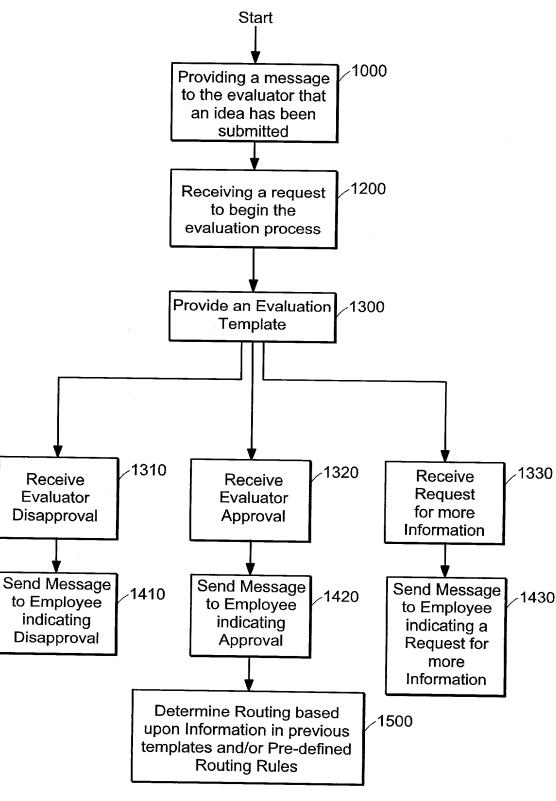


FIG. 10

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Evaluation Response Form	
test	
Forward Idea	
All non-approval responses or requests for additional information must be accompanied with an explanation	
Response: Evaluation deadline date: 12/13/2001 o I approve this idea (to implementer)	
O I need more information Response form #: 1	
(to idea generator) View Idea O Non-approve	
Notes & Explanation:	
In order for this idea to be approved, the implementer must agree with all aspects	
of the idea and must agree to implementing the idea by the suggested	
implementation date, or one of His/Her choosing.	
Implementer(s): Add Implementer	
Implementation target date: 12/13/2001	
A. Enter current costs or new/increased revenue in the following boxes:	
Cost Center FTE Impacted Revenue Impact Expense Category Amount	
B.Estimated cost of implementing this idea:	
Cost Center FTE Impacted Revenue Impact Expense Category Amount	
Submit evaluation	
Attachment	

FIG. 10A

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Implementation Response Form	
test	
Forward Idea	
(from implementer to evaluator)	
All implementation responses or requests for additional information must be accompanied with an explanation. View Idea	
William Road	
Response: Response form # and history: 1 • I accept this implementation • I need more information Implementation deadline: 12/13/2001 • Non-implement	
Notes:	
▼	
In order for this idea to be approved, the implementer must agree with all aspects of the idea and must commit to implementing the idea by a specific date.	
Implementation data account to	
Implementation date suggested by evaluator: 12/13/2001	
Implementation date committed to by implementer: 12/13/2001	
A Enter ourrent costs on new finance land to the same	
A. Enter current costs or new/increased revenue in the following boxes:	
Cost Center FTE Impacted Revenue Impact Expense Category Amount	
B.Enter estimated cost of implementing this idea:	
Cost Center FTE Impacted Revenue Impact Expense Category Amount	
O O O	
Submit post-implementation	
Attachmant	
Attachment	

FIG. 11

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Idea Evaluation Decision test Forward Idea (from evaluator to author)
View Idea
After careful evaluation, your idea has been: Award Level/Points: 3000 O Approved as is O Approved with modifications O Non-Approved Modify the Level Level 1-3000
Comments & Explanations:
[▼
Submit
Attachment

FIG. 12

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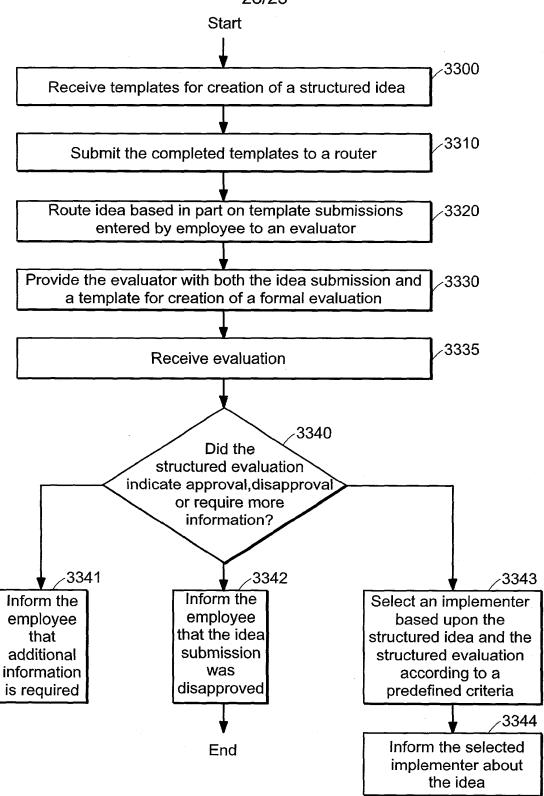


FIG. 13